

Prevention Approach October 2024

Our Approach to Prevention

Slough Adult Social Care

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1. Introduction

This document outlines the steps we are taking to optimise a clear, local approach to prevention.

Slough Borough Council directly commissions a range of effective preventive services, with other non-commissioned services operated by statutory and voluntary and community organisations forming important components of the available local offer. **The profile of preventative provision is contained at Appendix A.**

Social workers adopting strengths-based practice draw upon the preventative offer to enable local people to maintain their independence and wellbeing and to prevent, reduce and delay the need for adult social care.

A local approach to prevention is not the sole responsibility of the Adults Department and we will continue to collaborate with our partners to strengthen our shared approach - working with the co-production network and other stakeholders to ensure that the resident voice is central to service delivery.

We will continue to make best use of the data currently available to us, such as the Joint Strategic Needs Assessment (JSNA) to inform our strategic approach and to ensure that we are aligning our resources to where we make the most difference.

2. National Context

The development of preventative approaches and those which promote independence and wellbeing have gained importance since the implementation of the Care Act 2014.

- The NHS Long Term Plan (2019) sets out long-term priorities for better care, quality and outcomes for people who need care and support, and advocates a whole-system approach to prevention, with increased action on prevention and reductions in health inequalities.
- The Government's consultation green paper [Advancing our health: prevention in the 2020s](#) (2019) set out how it plans to embed the vision and tackle the causes of preventable ill health in England.
- Post Covid, the Local Government Association (LGA) and several social care charities signed up to the following [principles for future social care reform](#):
 - A person-centred and preventative model of social care, which promotes resilience in local public services and communities.
 - A commissioning model that creates more person-centred services that help prevent, delay or reduce the need for more formal care services.
 - A commitment to the Care Act wellbeing principle and to improving people's choice and control of the care and support they use to live their best life.
- The Care Quality Commission (CQC) promotes working in preventative ways to deliver better outcomes under the 'effective' and 'responsive' key lines of enquiry. This means that adult social care employers need to take action to ensure that their services meet regulatory standards.

3. Local Context

Our Approach to Prevention is undertaken with regard to the following local strategies:

Slough Corporate Plan 2023-27

In June 2023, Cabinet approved the development of a refreshed Corporate Plan for the town , describing the purpose of the Council as:

- Closing the healthy life expectancy gap, by focussing on children

With three key strategic objectives, which are:

- Priority 1: A borough for children and young people to thrive.
- Priority 2: A town where residents can live healthier, safer and more independent lives.
- Priority 3: A cleaner, healthier and more prosperous Slough.

Slough Wellbeing Strategy 2020-25

The Wellbeing Strategy for Slough is the overarching plan to improve the health and wellbeing of residents in the borough. It has been created by the Slough Wellbeing Board, a partnership between organisations from the public, private and voluntary sectors in Slough. The key priority within the Strategy applying to adults is:

Priority 2: Integration:

- Increase the number of people living independently at home and decrease the proportion living in care homes.

Increase the number of people who are managing their own health and care needs.

Strategies within Adult Social Care

Adult social care has developed a suite of strategies aligned to the Slough Corporate Plan 2023-27 and the Joint Wellbeing Strategy 2020-25. Each of the strategies has been co-produced and contains a strong preventative theme cutting across all strategies.



Slough Adult Social Care Strategy 2024-29

The focus of this strategy is:

“To improve the outcomes of our residents and their carers by enabling people to do more for themselves, focusing on people’s strengths even at points of crisis in their lives, by connecting them to their interests and communities and a network of wellbeing, care and support services.”

Slough Adult Learning Disability Strategy 2023-28

We believe all adults with learning disabilities in Slough should be able to reach their full potential, living as independent a life as possible within the community in which they live. This strategy aims to ensure that adults with a learning disability experience equal rights and have the same opportunities as those who do not have a learning disability.

[The Adult Learning Disability Strategy](#) aims to achieve the following outcomes as our refreshed priorities for 2023 – 2028. In response to legislative requirements, local strategy and knowledge and stakeholder engagement we have developed the following seven priorities:

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1. Promote independence
2. Ensure access to good quality care and support
3. Progress the Integration of Health and Social Care
4. Ensure Effective transitions
5. Facilitate access to employment, training and skills
6. Embed an evidence based and data driven approach to commissioning
7. Keep people safe.

Slough Adult Carers Strategy 2023-2026

This strategy [Slough Carers Strategy 2023 - 2026](#) sets out how Slough Borough Council, working with partners, will support and encourage carers to manage their own health and wellbeing and, together with partners build carer resilience and make the right interventions when carers are most in need. Unpaid family and friend carers are often the ones holding families and communities together, and giving the right support at the right time during a person's caring journey can make a huge difference to their lives.

The Strategy aims to achieve the following outcomes as our refreshed priorities for 2023 – 2026. In response to legislative requirements, local strategy and knowledge and stakeholder engagement we have developed the following six priorities:

1. Enable carers to access information, advice and guidance
2. Identify and recognise carers at an early stage
3. Promote carer awareness – including the valuable role they play and challenges they face
4. Provide person-centred support – to enable carers to manage their own health and wellbeing and access to the right support at the right time
5. Ensure that Carers are viewed and listened to by professionals as experts in care
6. Support effective Integration and partnership work – including co-production and ensuring that carers voice is central to any service development

Slough Older People Strategy 2023-2026

Staying healthy, remaining independent and living at home for as long as possible are important elements in achieving a good quality of life in older age. For some this is likely to be more challenging than for others, and multiple factors, including health inequalities, can affect the extent to which this is possible.

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The [Older people's strategy 2023 – 2026](#) describes several key priorities to support this vision and to address the needs of those who might require additional support. These priorities were borne out of national and local drivers set out in the JSNA and Observatory Data and most importantly through consultation with Older People including the Co-Production Network and residents, family and staff at Oak House Care Home in Wexham, Slough. These priorities include:

1. to reduce social isolation and loneliness for Older People
2. for Older People to have a continued sense of purpose to live their best life
3. to live more years in good health.
4. to work in greater partnership with the NHS and Public Health to prevent Long Term Conditions including the wider determinants of health
5. to tailor Older People Information & Advice on the challenges that affect them e.g., cost of living, fuel costs, food poverty, etc
6. to support intergenerational families best care for their loved ones and with respect to cultural differences
7. to have a choice about where I die through a co-produced end of life pathway
8. to have a range of housing options to suit me in later life.

Slough Adult Autism Strategy 2024-2029

The [Autism strategy 2024-2029](#) describes how the council will work with its partners to reduce inequalities for autistic adults to live a good life as independently as possible within the local community. The strategy sets out our ambitions to further integrate the work of health and social care professionals to coproduce solutions that improve the lives of autistic people.

The Strategy sets out 8 key priorities and includes an action plan that will be reviewed annually. The Autism strategy will be overseen by a new steering group formed by autistic individuals, their careers, the Co-production Network, council officers, NHS partners, and other professional stakeholders such as DWP, Police, and the business community.

The 8 priorities are:

Priority 1 – Promote independent living.

Priority 2 – Providing quality support in the community

Priority 3 – Integration of Health and Social Care.

Priority 4 – Pathways for transition to adulthood

Priority 5 – Support employment, skill development, and training

Priority 6 – Empowering people to stay safe and free from abuse

Priority 7 – Prevent Loneliness and Social Isolation.

Priority 8 – Improving communication and information sharing

Slough Mental Health Strategy 2024-29 (in development and under consultation as of October 2024)

Slough Equalities in Commissioning Position Statement 2023-26

This statement [Equalities in commissioning Adult social care services](#) sets out the Council's position with regard to ensuring that commissioning practice aligns to the Equality Act 2010. The Council seeks to ensure that all commissioning practices comply with the Equality Act 2010 and that protected characteristics, equality, diversity and inclusion considerations are embedded into that practice

[Better Care Fund Narrative Plan](#) - The purpose of the BCF is to :

Work jointly to enable people to stay well, safe and independent at home for longer and to provide the right care in the right place at the right time.

A strong preventative theme runs throughout these strategies and each of the strategies talks to each other – providing common themes and actions which complement each other.

4. Defining Prevention

Prevention is better than cure (DHSC, 2018) states that:

Prevention is about helping people stay healthy, happy and independent for as long as possible. This means reducing the chances of problems arising in the first place and when they do, supporting people to manage them as effectively as possible. Prevention is as important at seventy years old as it is at age seven.

Prevention, as defined in the Care Act Statutory Guidance (2016), is about the care and support system actively promoting independence and wellbeing. This means intervening early to support individuals, helping people retain their skills and confidence, and preventing need or delaying deterioration wherever possible.

The duty to prevent needs from developing or increasing is distinct from the duty to meet eligible needs and the responsibility applies to all adults:

- Those with no care and support needs
- Those with care and support needs, whether those needs are eligible or met by the local authority.
- Carers, including those about to take on a caring role, those with no need for support and those whose support needs are not met by the local authority.

Preventative activity therefore is wide ranging, from whole-population measures aimed at promoting health, to more targeted, personal interventions aimed at improving an individual's health and wellbeing. As a result, it covers many different types of services, facilities and resources.

Statutory guidance within the Care Act 2014 states that preventative services should operate at three tiers. Services cut across these areas and prevention should be an ongoing consideration and not a single activity or intervention.

Prevent – Primary Prevention / Promote Wellbeing

The aim of these services is to stop care and support needs from developing among those who do not have them, for example through health promotion or action to reduce isolation. These are largely universal services which are open to everyone.

Reduce – Secondary Prevention / Early Intervention

These are more targeted interventions aimed at people who have increased risk of developing needs, where the provision of services, resources or facilities may help slow down any further deterioration or prevent other needs from developing. This includes housing adaptations, falls prevention or assistive technology. Services might need to be accessed through adult social care or statutory partners

Delay – Tertiary Prevention

These are interventions which are aimed at minimising the effect of disability or deterioration for people with established health conditions, complex care and support needs or caring responsibilities, and include support people to regain skills, improve independence and reduce need where possible for example through reablement and rehabilitation. Services might need to be accessed through adult social care or statutory partners

5. The Strength of a System Approach

The prevention and wellbeing agenda overlaps significantly with integration and the policy drive for closer collaboration between health and social care organisations. This way of working includes strong links with the voluntary and community sector.

The Social Care Institute for Excellence (SCIE) produced the diagram below to illustrate the joined-up approach to prevention that needs to be taken locally as well as emphasising the role of each partner in an effective system, where there is a shared responsibility to embedding prevention.



6. The Importance of the Voluntary and Community Sector

The role of the voluntary and community sector in supporting the wellbeing of local people cannot be underestimated. The sector greatly supports the role of adult social care and health by providing a range of preventative support at a very local level, helping people to live well for longer, within and as part, of their community.

The unprecedented impact of Covid and the sector's role in stepping up at pace to respond to this crisis demonstrates the community's passion, determination and ability to make a significant difference.

The VCS goes to great lengths to represent Slough's many communities and provide tailored and person-centred responses to specific community needs.

Detailed demographic information highlighting the great diversity of Slough can be found in the [Slough Insights data pack](#)

Slough Borough Council recognises the value and contribution of these organisations and seeks to facilitate the continued development of a community-led response to well-being support, preventing or slowing down avoidable deterioration through loneliness, isolation, lack of activity or shared interests, and importantly through easily accessible advice and information

This in turn prevents people from entering the health and care system unnecessarily, which in turn allows limited social care resources to be used where most needed.

A well-developed, resilient and flourishing community sector therefore directly supports the Council's strategic aims.

Reciprocity is a core value in working with the sector and we will continue with our commitment to enabling an environment in which people can support themselves, or be helped by their communities or their family, before needing formal care and support.

7. Wellbeing Benefits

There are a wide range of benefits to prevention services in terms of health and wellbeing. These will be further optimised by adopting a greater use of data, evidence and collaboration as outlined within this approach. The key priorities we seek to achieve are:

- **Increased Independence and Self-Care**
Prevention services will enable people to better manage their health, wellbeing and care needs, promoting independence and reducing reliance on formal care services.
- **Improved Quality of Life and Wellbeing**
By providing early intervention, targeted support, and community-based activities we will enhance the quality of life and overall wellbeing for people who need care and support, as well as their unpaid carers.
- **Reduced Social Isolation and Loneliness**
We will focus on those preventative initiatives, such as community development, volunteering, and social activities, proven to tackle social isolation and loneliness, which can have a significant impact on health and wellbeing.
- **Delayed and Reduced Need for Formal Care**
By intervening early, providing the right support at the right time, and enabling people to self-manage, we will delay the need for more intensive or costly care services, and potentially reduce the overall demand on the social care system.
- **Cost Avoidance and Efficiencies**
While the national evidence base on the cost-effectiveness of prevention is still developing, we will focus on proven approaches that can generate cost savings by avoiding or delaying the need for more intensive interventions.
- **Improved System Integration and Collaboration**
We will work collaboratively across the health, social care, and voluntary/community sectors to ensure that a joined-up, system-wide approach leads to more seamless pathways of care and support for residents.

8. Key themes for further developing our preventative approach

The key themes for further developing the prevention approach include:

- **Further embedding a preventative approach across the Council and with partners:**

Ensuring a truly joined-up, cross-council prevention approach will require buy-in and active engagement from internal teams like Public Health, Communities, and Housing. We also need to improve awareness among Adult Social Care operational staff about the value of preventative approaches

- **Maximising Opportunities for Prevention through Formal Partnerships**

Arrangements:

We acknowledge the challenge presented by the complexity of the various statutory and non-statutory organisations that make up the Integrated Care System. Navigating this landscape and reducing the risk of duplication requires concerted effort.

- **Maintaining Capacity and Sustainability of the VCS and other commissioned services:**

Maintaining a resilient and flourishing community and voluntary sector is crucial. We need to continue to provide infrastructure support and capacity building to enable these organisations to respond effectively and sustainably to community needs.

- **Using Data to inform Prevention initiatives:**

The approach emphasises the importance of using data, intelligence sharing, and aligning with partners. An effective ongoing partnership with Public Health and other partners is key to progressing the preventative offer e.g. through the production of a Dementia Health Needs Assessment and Dementia Prevention Resource Pack through the Dementia strand of the Older People Strategy Steering Group.

- **Addressing health and other inequalities within the local community:**

To utilise JSNA and other quantitative and qualitative data to address inequalities between different groups within the community.

9. Action Plan

An action plan to progress these areas is set out below.

Embedding a preventative approach across the Council and with partners

| Action | By Whom/When |
|---|--|
| Work with partners to develop a system operational and strategic early help and prevention group with supporting governance structure | Commissioning, Public Health and VCS partners Oct 24 onwards |
| Progress implementation of key strategies, including Older People Strategy Adult Autism Strategy Carers Strategy Learning Disability Strategy Mental Health Strategy | Delivered through multi-party Strategy Steering Groups Co-chaired by Officers and Experts by Experience and including professional stakeholders from across the Council, the VCS and with local people. (Timescales included within strategies) Co-production Network |
| Work with operational and housing colleagues to support a strategic response to Housing with Support and Care | Commissioning Staff / Adult Social Care/ Housing Needs Assessment completed by Jan 2025 |
| Progress standalone projects such as the Single Homelessness Review Project. | Commissioning Ongoing |
| Providing Training for Staff on the Preventative Offer including the use of Assistive Technology to support Strength based social work practice | Oct 24 and ongoing |
| Provide training on using Health Needs Assessments within the commissioning function | Commissioning and Public Health By Dec 24 |
| Ensure that Slough website and relevant external websites such as the Community Directory of services are up to date. | Commissioning, Adult Social Care, Comms and Customer Services Oct 24 and ongoing |
| Agree a shared public-facing narrative of the benefits of early interventions and prevention | Commissioning, Comms and Public Health partners By Feb 25 and ongoing |

Maximising Opportunities through Formal Partnerships Arrangements

| Action | By Whom/When |
|--|---|
| Undertake a review of partnerships arrangements. | Senior Leaders Frimley ICB and Slough Borough Council |
| To ensure that formal partnerships arrangements including the Health and Wellbeing Board and Health and Social | Members From 2024 onwards. |

| Action | By Whom/When |
|---|--------------|
| Care Partnership Board and Better Care Fund Delivery Board are operating optimally Progress opportunities for a shared data approach | |

Maintaining Capacity and Sustainability of the Voluntary and Community Sector and other services delivering a preventative offer.

| Action | By Whom/When |
|--|--|
| Effective commissioning of services to meet identified need and deliver strategic objectives. | ASC Commissioners and Procurement, Ongoing |
| Effective contract management to ensure that services are delivering as per service specifications and contracts. This includes the VCS Contract for infrastructure and other support. | ASC Contract Managers and Commissioners Ongoing |
| Effective liaison with partners through Strategy Steering Groups, Events, Community Forums and so on. Effective Management of the Better Care Fund. | ASC Commissioners, Head of Commissioning, Director of Commissioning, DASS DASS Director of Commissioning. Current and ongoing. |
| Continue to develop a strategic relationship with VCS leaders to understand: <ul style="list-style-type: none"> • the demands placed on the sector and • development of meaningful support | ASC Commissioners Current and ongoing. |
| Work with VCS partners to develop a non-digital response to information and advice provision | ASC Commissioners, VCS By April 25 |

Using Data to Inform Prevention Initiatives

| Action | By Whom/When |
|---|--|
| To continue to draw upon JSNA and other data to inform prevention initiatives. To facilitate Health Needs Assessments to support prevention and commissioning initiatives. To utilise Health Needs Assessments to facilitate a system response to an identified prevention requirement. | Commissioners and Public Health 2024 and ongoing |
| To roll out the Dementia Resource Pack following review by the co-production network. | ASC Commissioners, Comms and CPN By Jan 25 |

To address health and other inequalities within the community – addressing the needs of particular groups where subject to particular inequalities.

| Action | By Whom/When |
|---|---|
| Continue to draw upon JSNA and other data around inequalities and health inequalities to inform our strategy development and commissioning practice. | ASC Commissioners , Public Health , ASC Operations Ongoing |
| Existing strategies contain this and to ensure that this is the case with the Mental Health Strategy. | ASC Commissioners Dec 24 |
| Ensure development of an evidence base to identify interventions that make a positive impact. | ASC Commissioning, Public Health, VCS Ongoing |
| We will continue to develop support for groups that may be 'hidden' or difficult to engage with responding to access, format or language requirements | ASC Commissioning, Public Health, VCS Ongoing |

Appendix 1 – Preventative Provision in Slough

1. Preventative services in Slough –Universally available

| Service and Provider | Description | Access to the service |
|---|--|--|
| <p>Community Directory of Services Slough Community Directory of Services</p> | <p>Searchable directory of local community groups in Slough offering a range of community interventions for health and wellbeing. Activities can be searched by three different methods - by key word e.g., 'fitness', by postcode, and by category. It will then provide a set of relevant search results.</p> <p>Categories include Adult Learning, Arts & Creative, Social Groups, Sport & Leisure, Staying Healthy and Wellbeing.</p> <p>Clicking on the Events tabs provides an interactive calendar of events providing times and links to contact details for the activity.</p> | <p>The website is accessible online to professionals and residents via internet access, who want to better manage their own or someone else's health and wellbeing</p> |
| <p>AccessAble Accessible website app available on Apple App Store</p> | <p>Searchable database listing accessibility information for a range of places and venues by area.</p> <p>Downloadable free App to use AccessAble on the go.</p> | <p>Website and app (available through Apple App Store)</p> |

2. Preventative services in Slough –self and agency referral

| Service and Provider | Description | Access to the service |
|--|---|--|
| <p>Community Connector service provided by Slough CVS Telephone: 01753 251 387 Email: communityconnectors@sloughcvs.org.uk Monday-Friday, 9am-5pm</p> | <p>Following referral, Connectors use person-centred and strength - based conversations to match people into local VCS support appropriate to their needs. The service provides support to both those on the edge of care as well as those with eligible needs with the aim of preventing, delaying or reducing the need for social care support. Connectors have access to interpretation for 15 different community languages. Currently support is only offered via telephone</p> | <p>This free service works with people referred from ASC and WPH. As well as the usual phone/email contact, Connectors regularly visit social work teams at Observatory House and Wexham Park Hospital. People can also self-refer or be referred by community groups</p> |
| <p>Citizens Advice East Berkshire Slough Adviceline Freephone 0808 812 7022 Mon - Fri 10am to 4pm</p> | <p>CAEB offer free, impartial, confidential and independent advice and information to everyone on their rights and responsibilities, including benefit maximisation, housing concerns and debt management</p> | <p>Please note – this service is oversubscribed</p> |
| <p>Carers Support An in-house support provision Email: sloughcarers@slough.gov.uk Telephone: 01753 303428 Older People’s Mental Health Team :Tel: 01753 690950 (CMHT) Tel: 01753 635220</p> | <p>Slough Borough Council’s carer support service provides information, advice and support through Slough Carers Support. Support to maintain wellbeing and stay connection to the community through providing details such as carer groups, events, training and befriending. They also offer a carer’s discount card. The Older People’s Mental Health Team offer specialist support to carers, including access to a dementia advisor for patients who have recently been diagnosed by the Memory Clinic.</p> | <p>Self and agency referrals can be made to register as a carer. Advice and support via email and phone during usual office hours. The SBC website holds a range of info including getting help in an out of hours emergency</p> <ul style="list-style-type: none"> • Carers leaflet 2023 (Older People’s Mental Health Team Website) |

| Service and Provider | Description | Access to the service |
|--|--|---|
| <p>Advocacy Support Matrix SDT enquiries@matrixsdt.com referral@matrixsdt.com 01753 415299</p> | <p>Advocates offer independent support so that their clients' voices are heard. They can help clients to become more independent and make the services they access work better for them.</p> <p>Advocacy is a legal right in certain circumstances, such as being 'sectioned' (detained) in hospital or if clients need support during assessments by social services.</p> | <p>Self or agency referrals via email or phone. More information available on the Matrix website.</p> |

| Service and Provider | Description | Access to the service |
|--|---|--|
| <p>Health and Wellbeing Slough oversee a range of services within an integrated hub with the aim of reducing health inequalities</p> <p>Phone 01: 0800 0614734 Phone 02: 01753 373646 info.hws@nhs.net 224 Berwick Ave, Slough SL1 4QT</p> | <p>NHS Health Checks – The NHS Health Check is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes, or dementia.</p> <p>Adult Weight Management – 12 weeks of support available online via mobile apps, Microsoft Teams, or face-to-face.</p> <p>Stop Smoking Services – 6-12 weeks of support with a trained Wellness Coach as well as free nicotine replacement therapy/vape scheme to help you quit for good.</p> <p>Falls Prevention - free falls risk and frailty assessment with 12 weeks of strength and balance classes.</p> <p>Brief Interventions for Alcohol</p> <p>Free and confidential advice alcohol use and support to help reduce the risk of developing illnesses and improve wellbeing</p> <p>Brief Advice on Emotional Wellbeing</p> <p>one to one support to identify areas for change for those experiencing concerns that their lifestyle may be effecting their mental wellbeing</p> | <p>Self and agency referrals can be made into the triage service who then refer into the most appropriate service.</p> <p>Services are free of charge.</p> <p>Wellness Coaches for health checks operate 7 – days a week (including evenings) and results are sent directly to the individual's GP</p> |

| Service and Provider | Description | Access to the service |
|---|---|--|
| <p>Slough Treatment, Advice & Recovery Team (START) Turning Point Slough (START), 27 Pursers Court, Slough, SL2 5DL</p> <ul style="list-style-type: none"> • Monday: 09:00 - 18:00 • Tuesday: 09:00 - 18:00 • Wednesday: 09:00 - 18:00 • Thursday: 09:00 - 20:00 • Friday: 09:00 - 17:00 • Saturday: 10:00 - 15:00 • Sunday: Closed <p>01753 692 548 Turning Point Slough website</p> | <p>Offers free and confidential advice and support, available for anyone who is concerned about their own or someone else’s substance use. Slough Community Hub (CHUB) offers a drop-in, one stop service to support with many aspects of an individual’s life, to aid recovery from addiction.</p> | <p>Self or agency referral via phone or in person More information available on the website</p> |

| Service and Provider | Description | Access to the service |
|--|---|--|
| <p>Reablement and Independence Service SBC Adult Social Care</p> <ul style="list-style-type: none"> • email Adult.SocialCare@slough.gov.uk • call us on 01753 475111 and select option 1 for Adult Social Care. | <p>This service offers up to six weeks intensive support and therapy in peoples’ own home, care home or rehabilitation bed. This is to help:</p> <ul style="list-style-type: none"> • rebuild strength • increase mobility • regain confidence after an illness or injury • regain all or most independence. <p>The service is available 365 days a year to support:</p> <ul style="list-style-type: none"> • hospital discharge • community rehabilitation • a response to community crisis. <p>Reablement is free of charge until for the period of support. After six weeks a Reablement worker makes an assessment and arrange long term care if required. Long term care is means tested and a contribution maybe required.</p> | <p>Self or Adult Social Care referral via the email or phone</p> |

| Service and Provider | Description | Access to the service |
|--|-----------------------------|--|
| <p>East Berkshire - Stroke Recovery Service The Stroke Association Karen Mustard 01344 306177 Eastberkshire@stroke.org .uk Stroke Association Services website</p> | <p>Service and Provider</p> | <p>Description Access to the service</p> |

| Service and Provider | Description | Access to the service |
|--|--|--|
| <p>Safe and Well Visit Royal Berkshire Fire and Rescue Service Safety at home webpage (Royal Berkshire Fire and Rescue Service) Freephone 0800 587 6679 between 9am and 5pm Monday to Friday or use the answerphone available outside of these times Email SafeandWell@rbfrs.co.uk Post to Royal Berkshire Fire and Rescue Service FREEPOST – RTLB – REXS – JBXZ Newsham Court Pincents Kiln Reading Berkshire RG31 7SD</p> | <p>A Safe and Well Visit is a free service that provided to eligible residents. Safe and Well visits are tailored to individual needs, relating to health and wellbeing, as well as fire risk reduction. A Safe and Well visit will take place in the home and can be arranged at a convenient time.</p> <p>To be eligible you must be able to say yes to any ONE of the following:</p> <ul style="list-style-type: none"> • Aged 60 and over; • Have limited mobility; • Be an oxygen user; • Have a sensory need (hearing and/ or sight); • Have a hoarded home; • Confined to the bed; • Have a learning disability; • Be living with a mental illness; • Have Dementia; • Use Dialysis. | <p>Self or family referrals by phone, email on the website using the online referral form. For agencies to request a Safe and Well visit for a resident, please complete the Agency Referral Form on the website If the individual does not qualify for a free Safe and Well visit, then contact the local fire station for home fire safety advice or use the email address to contact them.</p> |

3. Preventative services in Slough –Adult Social Care referral

| Service and Provider | Description | Access to the service |
|--|--|---|
| <p>Technology enabled care Appello - Email: monitoring@appello.co.uk or call 0333 321 6451 to contact them. NRS Healthcare - Email enquiries@berkshire.nrs-uk.net or call 0344 893 6960 Units 1-3, Ely Road, Theale, Berkshire, RG7 4BQ. Telecare information leaflet</p> | <p>This service area includes personalised solutions tailored to individual needs:</p> <ul style="list-style-type: none"> • Monitored devices connect to a monitoring centre managed by Appello 24 hours a day. This gives constant support and responds to any alerts from the device via a Responder service • Standalone devices are additional wireless devices managed by family members to ensure a safe and secure environment, giving continued independence for users, such as: <ul style="list-style-type: none"> ○ smoke or gas detectors ○ flood sensors ○ bogus caller buttons ○ fall detectors. • digital care devices according to needs, such as epilepsy sensors, GPS devices and automatic medication dispensers. <p>The Responder Service is an emergency response service supporting recipients of monitored devices who need immediate assistance, such as a fall, or for whom family members have immediate concerns. If needed, they will contact family members, friends or carers or the emergency services.</p> <p>In the vast majority of callouts, the responder is able to speedily attend and resolve situations without recourse to 999 or ASC on-call</p> | <p>Qualification for this service is dependent upon a needs assessment under the Care Act</p> <p>Technology Enabled Care services are available free of charge to all residents who need them.</p> <p>This includes the loan of Technology Enabled Care equipment installation and maintenance, so the equipment remains functional and effective without any cost to the user</p> <p>24 hours a day monitoring of the Technology Enabled Care equipment. There is no need for any financial assessments.</p> <p>Monitored devices are provided independently from Adult Social Care services. Visit Appello’s website for more information about them.</p> <p>Information about the Responder service can be accessed via the website GR Response Healthcare website 01344 723 144</p> |

| Service and Provider | Description | Access to the service |
|---|---|--|
| <p>Community Equipment/Aids and Adaptations Disabled Facilities Grant Home adaptations and disability equipment</p> | <p>Disability equipment to help disabled or older people live independently within their own home – such as perching stools or raised toilet seats. Home adaptations from simple interventions including grab rails or ramps to more complex adaptations such as level access showers.</p> | <p>An occupational therapy assessment is needed which will provide advice and equipment if needed which is usually free of charge. This will also include whether someone is eligible for a Disabled Facilities grant which can support the cost of more extensive adaptations to homes – both for owner occupiers and renters</p> |

4. Preventative services in Slough –Mental Health self and/or agency referral

| Service and Provider | Description | Access to the service |
|---|---|---|
| <p>Community Mental Health Trust (CMHT) New Horizons Pursers Court Slough Berkshire SL2 5BX Call 01753 690 950</p> | <p>Treatments include: Psychological interventions, such as cognitive behaviour therapy, dialectical behavioural therapy and cognitive analytical therapy A range of pharmaceutical interventions, such as anti-psychotic and anti-depressant medication Social interventions, such as addressing leisure, employment, housing and finance issues Referrals through to other services where appropriate</p> | <p>Access to CMHT services is through the Gateway - single referral pathway for adult mental health referrals across Berkshire. Accepts self-referrals</p> |
| <p>Talking Therapies 0300 365 2000 email talkingtherapies@berkshire.nhs.uk</p> | <p>Online or face to face group or pre-recorded video sessions for people experiencing low mood, anxiety and stress. Approaches include CBT, Guided Self Help, Counselling and Peer Support</p> | <p>Self and agency/GP referral via phone. Queries about making a referral by email. Or Complete Talking Therapies online referral form</p> |
| <p>East Berkshire Wellbeing Service East Berkshire Wellbeing Service Referral form 0300 365 2000</p> | <p>Individual coaching sessions to help people with low mood work through a range of problems and feel empowered to find solutions. This includes worries regarding debt, housing, and blocks to healthy living. Offers one-to-one phone sessions to support practical changes to improve day-to-day life.</p> | <p>Self or professional referral by phone or by completing online referral form. Open to adults registered with a GP in East Berks.</p> |

5. Preventative services in Slough – Mental Health CMHT referral

| Service and Provider | Description | Access to the service |
|---|--|--|
| <p>Hope College Slough New Horizons Pursers Court Slough SL2 5BX Email HopeCollege@berkshire.nhs.uk 01753 690 950</p> | <p>A dedicated college to support people living with mental health issues, their carers and family . Four learning pathways covering Life Skills, Recovery, Peer Support, Working Towards Recovery.</p> | <p>Open to those being supported by Slough CMHT, and their Carers. People being supported by CMHT can register for courses by completing an enrolment form from the reception desk at New Horizons and send it by post or email.</p> |